

Maui County Wireless E9-1-1 Status Report October 1, 2010 – October 31, 2010

• PSAP Operations

9-1-1 Call Volume – October 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,965	2,512	31.5%	5,453	68.5%
MOLOKAI	241	144	59.8%	97	40.2%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October	7,965	2,512	31.5%	5,453	68.5%	0	0.0%	1,403	17.6%
September	7,355	2,358	32.1%	4,996	67.9%	1	0.0%	1,273	17.3%
August	8,917	2,840	31.9%	6,071	68.1%	6	0.1%	1,597	17.9%
July	9,365	3,046	32.5%	6,319	67.5%	0	0.0%	1,657	17.7%
June	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	81,828	27,532	33.7%	54,286	66.3%	10	0.0%	14,094	17.2%
AVG PER MO	8,183	2,753		5,429		1		1,409	
Note: Total Calls include Administrative calls that are not direct 911 calls.									

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• PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October	270	136	50.4%	134	49.6%	0	0.0%	54	20.0%
September	241	144	59.8%	97	40.2%	0	0.0%	28	11.6%
August	226	145	64.2%	81	35.8%	0	0.0%	32	14.2%
July	387	237	61.2%	150	38.8%	0	0.0%	84	21.7%
June	247	135	54.9%	111	45.1%	1	0.4%	37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	2,714	1,639	60.5%	1,072	39.5%	3	0.1%	464	17.1%
AVG PER MO	271	164		107		0		46	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – October 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
10/14/10	Verizon Wireless	Lanai	3	5	Maui PSAP/ Akimeka
10/19/10	Verizon Wireless	Maui	21	57	Maui PSAP/ Akimeka
10/29/10	AT&T Mobility	Maui	1	3	Maui PSAP/ Akimeka

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• PSAP Operations (continued)

- 10/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.
- 10/01/10 -- Ongoing Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
- 10/01/10 -- Ongoing Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart was distributed internally within Akimeka for additional review.
- 10/01/10 -- Ongoing Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and are still under review.

Sprint's CRS was audited, reviewed and returned with some discrepancies, which are currently under review.
- 10/01/10 -- Ongoing Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. A proposed Best Practices Model for Providing Emergency Medical Dispatch Services was forwarded to the Neighbor Island PSAPs for review and comments.
- 10/01/10 -- Ongoing Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and are in the process of updating records. Additional discrepancies were discovered and forwarded to Benjamin Vermillion for review.
- 10/01/10 -- 10/21/10 Akimeka personnel validated the ALI record which was downloaded for the Koki Beach Park callbox in the 9-1-1 ALI database. A screenprint of the record was sent to Tom Heinrich of Global Specialty so he could complete the callbox installation. The callbox was successfully put into service on October 21, 2010.

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• PSAP Operations (continued)

10/14/10 -- Verizon Wireless requested re-testing of their towers and sectors due to the
10/19/10 installation of new MPC equipment. 67% of the Maui/Lanai calls were delivered as WPH2, with no rebid needed, and all of the calls plotted accurately on the Positron map.

Molokai will be tested on November 5, 2010. Testing needed to be re-scheduled due to technical trouble which occurred on October 22, 2010 (initial test date). Akimeka and Verizon Wireless personnel, along with Molokai dispatchers, discovered an audio problem during tower testing. The dispatcher and Verizon Wireless tester could not hear each other. A trouble ticket was opened by Verizon Wireless with Hawaiian Telcom. The trouble was isolated to be a translation issue on the 9-1-1 trunk. The trouble was fixed and re-tested to ensure that the audio trouble was resolved.

10/25/10 -- All of Akimeka's ground work, MSAG clean-up, GIS support services, and
10/31/10 database synchronization has laid the foundation for the next phase. Akimeka submitted a proposal to the Maui County PSAPs on October 25, 2010, with recommended ESZ/ESN boundaries/assignments. The recommended ESZ/ESN assignment will enhance Maui County's 9-1-1 operations by providing definitive emergency response responsibilities by each Public Safety entity (Police, Fire, and EMS).

Approvals to proceed from the Maui PSAP and Molokai PSAP were received on October 28, 2010.

Accordingly, Akimeka submitted on behalf of the Maui County PSAPs, the ESN assignments to Stephen Douglass of Hawaiian Telcom for programming into the Selective Router. An anticipated timeline and proposed testing schedule were requested.

Once the selective router is programmed and ready for routing, Akimeka will make ESN assignments in 9-1-1Net and assign the ESNs one street segment at a time, not to exceed the record transactions allowed as set forth in PUC Tariff 20, Section 9.

This effort will effectively position Maui County for Next Generation call routing.

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• MSAG

Current Month – October 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	158	158	94	38	1	1	24	0	0	2	0

Revised categories and report format changes effective April 2009.

During the month of October 2010, 158 changes were completed relating to the Maui County MSAG database. See attached spreadsheet for a detailed description of changes and additions.

Two transactions are in Suspended status as of October 31, 2010.

Year-to-Date (YTD) – 2010

									(a)	(b)	
MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October	158	158	94	38	1	1	24	0	0	2	0
September	9	9	1	1	1	6	0	984	0	1	1
August	239	232	29	148	0	53	2	0	7	1	1
July	228	220	11	165	3	38	3	75	8	1	1
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	1,414	1,357	369	421	285	217	65	1,096	57		
AVG PER MO	141	136	37	42	29	22	7	110	6		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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• Mapping Layers Updated/Loaded Into GIS – October 2010

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	10/29/10			Per AT&T Mobility CRSS
	Maui			10/28/10	
	Maui	10/27/10			
	Maui	10/25/10			Per VZW CRSS
	Maui	10/22/10			Per VZW CRSS
	Molokai	10/20/10			Per Mobi PCS CRSS
	Maui	10/20/10			Per AT&T Mobility CRSS
	Maui/Molokai	10/20/10			Per VZW CRSS
	Maui	10/04/10			Per VZW CRSS
	Maui	10/04/10			Per Mobi PCS CRSS
Street Centerlines	Maui	10/26/10			Updated centerline attribute tables with updated ESN information
Address Points	Maui			10/28/10	
	Maui	10/27/10			
	Maui	10/25/10			Added Common Names as requested by the Maui PSAP and an address point.
Pseudo Address Points					
Parcels	Maui	10/18/10			
	Maui	10/15/10			
	Maui	10/14/10			
	Maui	10/13/10			
	Maui	10/12/10			
	Maui	10/08/10			
	Maui	10/07/10			
	Maui	10/06/10			
	Maui	10/04/10			
	Maui	10/01/10			
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					
ESZ/ESN	Maui	10/26/10			Updated ESNs
	Maui	10/25/10			Created new ESZ for Maui County upon approval to proceed.
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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• Mapping Layers Updated/Loaded Into GIS – October 2010 (continued)

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
MSAG Communities					
Major Roads					
Medic Beat Boundaries					
Medic Stations					
Medical Facilities					
Milepost Markers					
National and State Parks		10/25/10			Added Kahekili Park
Ocean Rescue Boundaries					
Park Polygon	Maui			10/28/10	
	Maui	10/25/10			Added Kahekili Park
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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- Mapping Layers Updated/Loaded Into GIS – October 2010 (continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note: The Parcels layer is provided by Maui County.

- Service Requests Transactions**

Open Service Requests – October 2010 (September 28 – October 27, 2010)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/29/2010	222	Investigate ESZ for Kamaaina Road	911 Map - Other	High	Change will be reflected in the CAD with the next Intergraph map roll. Will keep Service Request open until the update occurs.
2	10/19/10	264	<u>Incorrect Address:</u> TN = 808/575-9024	MSAG - ANI/ALI Discrepancy	High	Customer records were researched and correction request submitted.
3	10/22/10	266	<u>Incorrect Address:</u> TN = 808/878-2712	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Maui County Wireless E9-1-1 Status Report October 1, 2010 – October 31, 2010

• Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	2	0	3	0	0	2	0	0	0	0	0
September	0	1	1	0	1	0	0	0	0	0	0
August	0	0	2	0	0	0	0	0	0	0	0
July	2	2	2	1	1	1	1	0	0	0	0
June	1	2	2	1	1	0	1	0	0	0	0
May	3	1	3	2	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	19	16	3	10	9	9	7	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions